



Filing Receipt

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Any customer dissatisfied with the utility's resolution of a complaint may file a complaint with: The Public Utility Commission of Texas, 7900 Shoal Creek Blvd., Suite 450N, Austin, Texas 78757.

The operation of a water system including service standards and billing practices must comply with the Commission's Substantive Rules, a copy of which may be secured for a nominal printing cost.

UTILITY EMPLOYEES SHALL LEND ASSISTANCE TO ANYONE INQUIRING OR SEEKING INFORMATION AND AFFORD TO THEM AN OPPORTUNITY TO EXAMINE THIS TARIFF.

WATER UTILITY TARIFF

for

<u>Cougar Ridge Water System</u> (Utility Name)		<u>Star Route 1, Box 125</u> (Business Address)	
<u>Canyon Lake</u> (City)	<u>Texas</u> (State)	<u>78130</u> (Zip)	<u>(512) 885-4453</u> (Area Code) Phone

The above utility operates a water system in the following counties: Comal

and the following cities, unincorporated towns and subdivisions (if any):

Cougar Ridge Subdivision

TEXAS WATER COMMISSION

APPROVED

DATE 10-30-86 DOCKET _____

FILE W-177-6 BY DH

TARIFF CLERK

TABLE OF CONTENTS

The above utility lists the following sections of its tariff (if additional pages are needed for a section, all pages should be numbered consecutively):

Section	Page
<u>A</u> <u>Rate Schedule</u>	<u>2</u>
<u>B</u> <u>Service Rules and Regulations</u>	<u>3</u>
<u>C</u> <u>Extension Policy</u>	<u>4</u>
<u>D</u> <u>Water Rationing Plan</u>	<u>5</u>
<u>Appendix</u>	

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The Appendix contains a sample of each service agreement form used by the above utility and a condensation of Substantive Rules of the Commission.

SECTION A RATE SCHEDULE

Minimum monthly bill is \$12.00 for the first 4000 gallons.
Thereafter, there is a \$1.00 gallonage charge for each
additional 1500 gallons.

Tap fees shall be as an actual cost not to exceed \$250.00.
Reconnect and connect fees are \$25.00 each.

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TEXAS WATER COMMISSION	
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DATE <u>10/30/86</u>	DUCKET _____
FILE <u>W-177-6</u>	BY <u>DA</u>
TARIFF CLERK	

TO BECOME EFFECTIVE, THIS PAGE MUST BE STAMPED "APPROVED" OR "RECEIVED" BY THE PUBLIC UTILITY COMMISSION.

"Rates" include ALL charges, such as tap fee, reconnect fee, disconnect fee, returned check charge, etc., in addition to charges for monthly service.

To revise a tariff on file with the Commission, use the proper initial in the right-hand column, as follows:

NI-No Change; C-Regulation Change; D-Discontinued; I-Increase; R-New; R-Rate Reduction; T-Change in terms, but no change in rate or regulation

Mail the tariff to the Commission for approval. List the Revision Number _____. The Commission will review it, stamp and return it, or request additional information if needed.

SECTION B SERVICE RULES AND REGULATIONS

These rates are net, and must be paid 16 days after receipt of bill.

A customer may be disconnected, after at least a 10 day personal notice in writing, only for the following:

- (1) A bill unpaid more than 26 days after issuance unless a deferred payment agreement is signed.
- (2) A willful violation of the utility usage rule which interferes with the service of others.
- (3) Failure to comply with deposit or guarantee agreement.
- (4) Failure to comply with terms of the deferred payment agreement.
- (5) By-passing or tampering with a utility meter.

The company will bill monthly for water consumption.

Service after disconnection will be reinstated upon payment in full of delinquency and a reconnect fee of \$25.00.

Any improvements made on the property which would result in any damage to services or water mains will be charged to the customer.

Cougar Ridge Water System is familiar with the ^{Texas Water} ~~Public Utilities~~ Commissions complete Substantial Rules; will abide by these rules, and will maintain a current copy at the office.

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APPROVED
DATE <u>10/30/86</u> BY <u>DB</u>
FILE <u>W-177-6</u> BY <u>DB</u>
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MC-No Change; C-Regulation Change; D-Discontinued; I-Increase; N-New; R-Rate Reduction; T-Change in text, but no change in rate or regulation

Mail the tariff to the Commission for approval. List the Revision Number _____. The Commission will review it, stamp and return it, or request additional information if needed.

SECTION C EXTENSION POLICY

No contribution in aid of construction may be required of any customer except as provided for in the following extension policy, which must be a consistent, non-discriminatory policy which is subject to the approval of the Commission.

Cougar Ridge Water System presently intends only to serve the area indicated in the Facilities Map attached herto.

The utility will abide by Texas Water Commission's Extension Policy (TWC Rule § 291.84 b & d).



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TEXAS WATER COMMISSION
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FILE W-1276 BY DH
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To revise a tariff on file with the Commission, use the proper initial in the right-hand column, as follows:

NC-No Change; C-Regulation Change; D-Discontinued; I-Increase; N-New; R-Rate Reduction; T-Change in text, but no change in rate or regulation

Mail the tariff to the Commission for approval. List the Revision Number _____. The Commission will review it, stamp and return it, or request additional information if needed.

UTILITY NAME Cougar Ridge Water System
TARIFF SECTION D EMERGENCY RATIONING PROGRAM
PART 1 General Provisions

Page 5

A. Declaration of Emergency: When system demand exceeds production or storage capability measured over a 24-hour period, and refilling the storage facilities is rendered impossible, OR when the utility is notified by its wholesale supplier of a cutback in water to be delivered to such an extent that normal use patterns will no longer be possible the utility may declare an emergency to exist, and thereafter ration water in the following manner.

B. Notice Requirements: Written notice of the proposed rationing shall be mailed 72 hours, or hand delivered to each customer 24 hours, before the utility actually starts the program, and shall also be placed in a local newspaper. The utility shall send a copy of the customer notice to the Texas Water Commission at the same time notice is sent to the customers. The customer notice shall contain the following information:

1. the date rationing shall begin,
2. the date rationing shall end,
3. the stage (level) and explanation of rationing to be employed, and
4. explanation of penalties for violations

C. Violation of Emergency Rationing Rules:

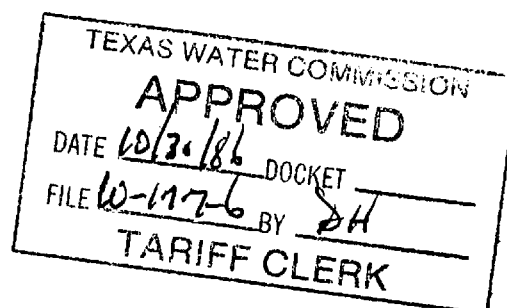
(1) First violation—the utility may install a flow restricter in the line to limit the amount of water which will pass through the meter in a 24 hour period., The cost to be charged to the customer's account shall be the actual installed cost to the utility, not to exceed \$50.00.

(2) Subsequent violations—the utility may terminate service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the utility shall apply for restoration of service.

D. Exemptions or Variances From Rationing Rules: The utility may grant any customer an exemption or variance from the uniform rationing program, for good cause. In such event, the utility shall notify the Texas Water Commission within 24 hours of such exemption or variance, stating the name, address, and cause of exemption for the affected customer.

A customer who is refused an exemption or variance may appeal such action to the utility by written appeal to the Texas Water Commission. The utility shall treat all customers equally concerning exemptions and variances, and shall not employ discrimination in such grants.

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E. Rates: All existing rates schedules shall remain in effect during the rationing period, and no charges may be levied against a customer which are not contained in the approved tariff of the utility as filed with the Commission.

The purpose of the Emergency Water Rationing Program is to conserve the total amount of water demanded from the utility until supply can be restored to normal levels. This rationing program shall not exceed sixty (60) days without written approval of the Texas Water Commission.

PART 2 STAGE LEVELS OF RATIONING

STAGE I (Mild Rationing Conditions): Usage of water for outdoor purposes such as lawns, gardens, car washing, etc. will be restricted to:

UTILITY SHALL SELECT METHOD FROM SUGGESTED ALTERNATIVES

STAGE II (Moderate Rationing Conditions): All outdoor water usage is prohibited; however, usage for livestock is exempt.

STAGE III (Severe Rationing Conditions): All outdoor water usage is prohibited; livestock may be exempted by the utility. All consumption shall be limited to each customer in one of the following ways;

(1) A fixed percentage of each customer's average use in the prior month, the percentage to be uniformly applied on a systemwide basis, each customer being notified of this percentage amount, OR

(2) A maximum number of gallons per meter (customer) per week, with notice to each customer of this number.

All meters shall be read as often as necessary to insure compliance with this program for the benefit of all the customers.

SUGGESTED ALTERNATIVES OF MILD RATIONING

Usage of water for outdoor purposes such a lawns, gardens, car washing, etc. will be restricted to: (SELECT ONE)

1. Alternate Day Use--Customers with even numbered addresses can use water outdoors on even numbered days and customers with odd numbered addresses can use water outdoors on odd numbered days. (When there are no addresses--North and West Sides of streets: even days; South and East sides of streets: odd days.)

2. Weekday Use Only--No outside watering allowed on Saturdays, Sundays, or official Federal Holidays.

3. Restricted Hours of Use--Outside watering is allowed only from 9-11:30 a.m. and 10-12 p.m.

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TARIFF CLERK	

4. Every Five Day Use--Customers whose addresses end in 0 and 1 can water on the 1st day of the month, 2 and 3--the 2nd, 4 and 5--3rd, 6 and 7--4th, 8 and 9--5th, 0 and 1--6th . . . and so on. The utility must provide a calender noting the respective watering days and the order will remain consecutive as new months begin.
5. Nighttime Watering Prohibited--No outside watering allowed from 10 p.m. to 7 a.m.
6. Other mild rationing method--(MUST BE APPROVED BY TWC)

TEXAS WATER COMMISSION
APPROVED
DATE 10/30/16 DOCKET _____
FILE 10-177-6 BY DA
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ATTACHMENT 1

Texas Water Commission
Water Utilities Division
Water Rates and Services Section
P.O. Box 13087
Capitol Station
Austin, Texas 78711-3087

TEXAS WATER COMMISSION	
APPROVED	
DATE <u>10/30/86</u>	DOCKET _____
FILE <u>W-111-6</u>	BY <u>SH</u>
TARIFF CLERK	

Attached is a copy of the standard Texas Water Commission Emergency Water Rationing tariff submitted for your approval and inclusion in this company's tariff.

I understand that all customers must have received notice in writing at least 24 hours before implementation of the Emergency Water Rationing Plan. The Texas Water Commission will be provided a copy of the written notice provided to the customers (which will include a copy of the approved tariff) before this plan is implemented. The customer notification will also clearly state which stage of the Emergency Water Rationing Plan will be implemented and the beginning date.

I agree to administer the Emergency Water Rationing Plan in accordance with the attached tariff.

Signature Date

Company Name

Company Address

Area Code/Telephone Number

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EMERGENCY WATER RATIONING PLAN EXEMPTION
VARIANCE NOTICE TO THE TEXAS WATER COMMISSION

Company Name: _____

Owner/Operator: _____

Address: _____

Telephone: _____

TEXAS WATER COMMISSION	
APPROVED	
DATE <u>6/30/86</u>	DOCKET _____
FILE <u>W-777-6</u>	BY <u>SK</u>
TARIFF CLERK	

An exemption and/or variance to Stage _____ of the Emergency Water Rationing tariff on file for the above company has been granted to:

Name: _____

Business Name: _____

Address: _____

Effective Date: _____

for the following reason(s):

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EXAMPLE OF CUSTOMER NOTICE

TO: Customers of XYZ Water Co.
DATE: July 1, 1986

Due to extreme water usage during the past weeks, our wells are not producing their normal output and our water system is unable to meet the demand of all water needs. Therefore, under our Emergency Water Rationing Program approved by the Texas Water Commission, we are implementing Stage 1 - Mild Rationing beginning on July 4, 1986 and will be in effect no later than August 30, 1986 or until the situation improves.

Stage 1 rationing allows outside water on alternate days. Customers with even numbered addresses can use water outdoors on even numbered days of the month and customers with odd numbered addresses can use water outdoors on odd numbered days.

The Texas Water Commission has given us the authority to insert a flow restrictor in your line if you are found violating these rules. Subsequent violations may result in temporary termination of service. If you feel you have good cause for a variance from this rationing program please contact us in writing. A complete copy of our approved Rationing Program is available for review in our offices.

Thank you for your cooperation.

TEXAS WATER COMMISSION	
APPROVED	
DATE <u>8/30/86</u>	DOCKET _____
FILE <u>W-172-6</u>	BY <u>DH</u>
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COUGAR RIDGE WATER SYSTEM

Owned by

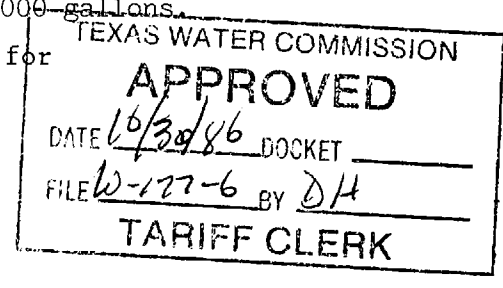
L. D. Krause Construction

WATER SERVICE AGREEMENT

DATED: _____

Rates for water, until further notice, will be as follows:

Minimum monthly bill is \$12.00 for the first 4000 gallons. Thereafter, there is a \$1.00 gallonage charge for each additional 1500 gallons.



These rates are net, and must be paid 16 days after receipt of bill.

A customer may be disconnected, after at least a 10 day personal notice in writing, only for the following:

- (1) A bill unpaid more than 16 days after issuance unless a deferred payment agreement is signed.
(2) A willful violation of the utility usage rule which interferes with the service of others.
(3) Failure to comply with deposit of guarantee agreement.
(4) Failure to comply with terms of the deferred payment agreement.
(5) By-passing or tampering with a utility meter.

The company will bill monthly.

Any customer whose account becomes thirty or more days delinquent is subject to discontinuation of service and disconnection. Service after disconnection will be reinstated upon payment in full of delinquency and a reconnect fee of \$50.00.

Transfer of ownership will be \$25.00 to the new owner.

Reconnect fee is \$25.00. Non-sufficient check charge is \$10.00.

Any improvements made on the property which would result in any damage to services or water mains will be charged to the customer.

IT IS HEREBY AGREED THAT SAID PROPERTY OWNER WILL ALLOW AN INSPECTION OF THE INDIVIDUAL WATER FACILITIES PRIOR TO PROVIDING SERVICE TO INSURE THAT NO SUBSTANDARD MATERIALS WERE USED AND TO PREVENT ANY POSSIBLE CROSS CONNECTIONS OR UNDESIRABLE PLUMBING PRACTICES.

THE UNDERSIGNED CUSTOMER AGREES TO ACCEPT SERVICE ON THE ABOVE TERMS AND CONDITIONS.

DATED THIS _____ DAY OF _____, 1985.

PROPERTY OWNER
ADDRESS WHERE PROPERTY OWNERS DESIRES
TO BE BILLED:

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TF# W-1776REVIEWED BY Doug HolcombDATE 10-30-86UTILITY NAME Cougar Ridge Water SystemTariff referenceRecommended Changes

Section A - Rate Schedule

no changes

Section B - Service Rules
and Regulations

"Texas Water Commission"
should be substituted for
all references to the
Public Utility Commission.
The utility should obtain
a copy of the Texas Water
Commission's Substantive
Rules from:

Agency Information
Consultants, Inc.
1810 Guadalupe
Austin, Texas 78701
512-478-8991

Section C - Extension Policy

The utility should abide by
Texas Water Commission
Rule Section 291.84(b) & (d)

Section D - Water Rationing
Plan

The utility should adopt and
abide by the Texas Water
Commission's recommended
water rationing plan, as
attached to the approved
tariff.

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